



April - June 2026
23rd Edition

Tenants' Forum Newsletter

Forewords



Welcome to the 23rd Edition of the Tenants' Forum (TF) newsletter.

Hope you are all enjoying the summer.

A lot happened during this quarter:

We hosted the Tpas North-East Regional event in May, with 82 members from across the region attending this event. It was a very informative day where we got a chance to meet officers and volunteers from different landlords, get to know their activities, as well as receiving information on the Stop Social Housing Stigma Campaign.

In June we welcomed two Tenant Participation Officers from Darlington Borough Council who observed the Tenants' Forum (TF) and met with volunteers and members of Tenant and Resident Associations (TARAs). They ended their visit by carrying out a local area walk with officers and volunteers.

Members of the TF and TARAs attended the Housing Conference 2026 in Manchester, more information is mentioned in this newsletter.

On behalf of the Tenants' Forum Committee, I would like to thank all the volunteers for their support in enabling the Housing Service to improve and provide services according to our needs.

If your neighbours, family or friends would like to join us in bringing positive changes in your area and the city overall, contact the Tenant Participation Team (TPT) via 612010 or email tenant.resident@hullcc.gov.uk. The Team will get in touch and will arrange an induction. The Housing Service will cover out of pocket expenses of active volunteers in line with the tenant expenses policy.

You can view Tenant Forum newsletters and minutes of the Tenant Forum by clicking on the following links:

Tenants' Forum Newsletter



<https://news.hull.gov.uk/housing/category/tenants-forum-newsletter-archive/>

Tenants' Forum Minutes



<https://www.hull.gov.uk/downloads/download/498/tenant-forum-minutes>

Maureen Bristow
Chair – Hull Tenants' Forum

The Tenants' Forum



23rd April 2026
Hull City Council – Inspection Support
The Director for David Tolson Partnership Ltd (DTP)
and
Head of Service (Business Development and Change)

The Director from DTP delivered a presentation on:

- The role of the Regulator of Social Housing (RSH)
- Inspection overview – covering economic and consumer standards
- RSH Consumer Standards
 - Safety and Quality Standard
 - Tenancy Standard
 - Neighbourhood and Community Standard
 - Transparency, Influence and Accountability Standard
- The inspection process
 - The consumer focus in the inspection
 - Involved tenant groups meeting and observation
 - Meeting with the customers
- What will the Regulator be judging Hull City Council (HCC) on?
 - Customer voice in governance
 - Customer insight
 - Consumer regulation
 - Culture
 - Fairness and respect
- DTP review scope – June to September 2025
- RSH inspection outcomes as of 15th April 2026 – nationally
- DTP consumer standards review of HCC
- Consumer Standards general findings of HCC
- Consumer Standards conclusions on HCC
- Performance reporting review on HCC
- Findings summary
 - 86 - recommendations
 - 14 - considerable pieces of work
 - 38 - general recommendations



25% of all the recommendation related to performance in someway

At the end of the presentation, she explained the next steps: -

- HCC working on the recommendations from DTP's review
- Preparing for inspection
- DTP will support the TF for their meeting with RSH



Head of Service (Business Development and Change)

The Head of Service (Business Development and Change) delivered a presentation on HCC's response to the external assessor's (DTP) findings, and covered the following points:

- Regulatory Inspection Support – service improvement plans
- Services meeting the required standards – Neighbourhoods and Community and Tenancy

- Areas of work since the DTP's findings: -
 - Quality and Assurance
 - Safety and Quality
 - Transparency, Influence and Accountability
 - Governance, Assurance and Performance

Full presentation is available on request

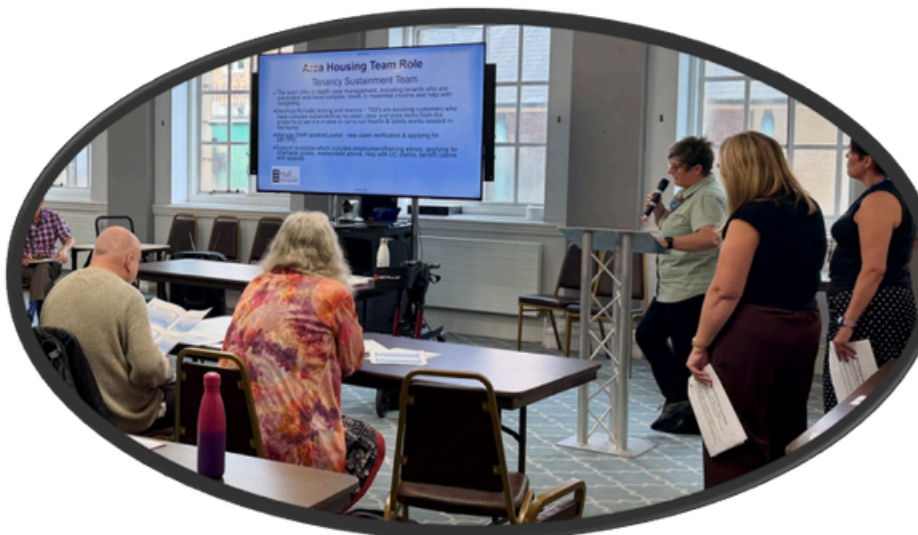
27th May 2026
Role of Tenancy Officers
Operation Manager Neighbourhoods and Housing
and
Housing Tenancy Managers

The Operations Manager and two Housing Tenancy Managers attended the TF to deliver a presentation on the role of Tenancy Officers.

The officers informed the TF that they have the Tenancy Management Team, Housing Facilities Team, Income Management Team, Tenancy Sustainment Team and the Tenancy Assistant Team. They explained the roles within the teams:

- Housing Tenancy Managers (PPP) – People, Places and Partnership
- Senior Tenancy Officers
- Tenancy Officers – Income and Tenancy Management
- Tenancy Sustainment Officers
- Tenancy Assistants
- Housing Facilities Officers (HFO)

These teams are responsible for tenancy enforcement, estate management, open spaces and working closely with internal and external stakeholders. They also carried out routine tenancy visits to get to know the tenants and to complete the property inspections for any repairs etc.



The officers also detailed the following roles of Housing Facilities Service: -

– **Site based Housing Facilities Operatives**

Complete daily and weekly fire, health & safety inspections, fire doors, chutes, lifts, laundry etc.

– **Mobile teams (Out of Hours Team)**

This team works 24/7 365 days removing fly tipping and support site staff, evenings, weekends and bank holidays they complete fire, health & safety inspections in all blocks across the city.

Officers at the meeting stated that HFOs are vital to building safety and they are the eyes and ears in the blocks reporting numerous incidents to High-rise Team & partners

The officers explained that the Income Management Team is responsible for rent collection and to recover rent arrears.

Full presentation is available on request



**23rd June 2026
Six monthly updates on
Performance against Housing Business Plan
Business Insight and Quality Manager
and
Performance Manager**

The Business Insight & Quality Manager and the Performance Manager delivered a presentation on the Housing Service Business Plan 2021 – 26.

The Chair informed the TF members that the Business Insight and Quality Manager will be retiring in July, and on behalf of the TF members she presented a gift and cards to the Manager and wished him the best for his future.

Officers informed the TF that the Tenant Satisfaction Measures (TSM) survey took place in October / November 2025. They further added that results of this survey will be shared on the HCC website by the end of June and in the summer edition of the Hull Housing Newsletter.





They shared that 5,457 survey forms were sent to random residents and received 1,195 responses back. HCC received the responses through different ways.



	responses	
email link	86	7%
sms	597	50%
postal	119	10%
telephone	393	33%
	1,195	

Please see appendix 1 for graphs of tenants' satisfaction.

The officers mentioned following key areas: -

- Repairs Service
- Listening to tenants' views and acting upon them
- Keeping tenants informed

Summary of key message

- Significant improvements have been made. For example, 92% of homes now meet the Decent Homes Standard, up from 89.4% this time last year, meaning that the safety and quality of tenants' homes continue to increase.
- Officers will continue working closely with tenant volunteers on improvements to both service delivery and tenant experience.

Tenant and Resident Associations (TARA) Update

The Tenant and Resident Associations (TARAs) hold meetings in their local communities discussing issues from their members that are reported to the relevant service areas. Members of TARAs carry out local area walks and litterpicking to improve their areas.

Committee members have been in regular contact with the TPT, who support them in finding resolutions to the issues/concerns they have raised.

If you think your area would benefit from having a tenant and residents' group and there is enough interest in your community, please contact the TPT to discuss this further.

Bayswater Court TARA

In this quarter the TARA has met twice with Councillors hosting a Pop In. Residents were invited to discuss and raise concerns about the block and related issues, including:

- Intrusive surveys – Building Safety Officers attended to give an update on when the works would be starting in the block
- Dogs in flats – regular nuisance issues with dogs, and the need to report issues to the relevant section for action such as ASB.
- Use of the laundry room for residents only and not for the public
- TARA activities during 2026, BBQ booked for the late summer and Halloween
- Tenants' Garden Competition – garden entered again this year, so everyone is working hard to get ready
- Vice Chair attending the Housing Conference in Manchester and will feedback to the TARA

Dorchester Road and Midmere Avenue Association (DRAMA)

There was no meeting in April due to Easter. At the meetings in May and June 2026 the TARA discussed:

- Trialling a new meeting time for future meetings to see if any new members would attend. It was agreed that the meeting in September be scheduled for Monday 14th September 2026 at 10:00 am. rather than 6:30 p.m.

- Following the local Elections that took place in May 2026 where local Councillors for the area had been elected, the Chair and attendees requested that the Tenant Participation Officer (TPO) cordially invite all Councillors for the area to future meetings.
- Anti-Social Behaviour (ASB) issues in the area.
- Contaminated wheelie bins, litter and fly-tipping in the area.
- The emergency vehicle access / egress slip road on Dorchester Road and reports of it being mis-used by some motorists to access / egress Dorchester Road.
- Parking issues and kerbstones being broken by vehicles.
- Rodent issues and void properties

The TPO delivered Equality, Diversity and Inclusion Training in June 2026 for the members of the Dorchester Road and Midmere Avenue Association (DRAMA) TARA.

The Chair and the Vice Chair of the DRAMA TARA attended the Housing Conference 2026 in June that was held in Manchester. Upon their return they cascaded information about the day to other members.

Great Thornton Street (GTS)

Although the group has not held any meetings, the members have been working by raising Great Thornton Street (GTS) issues to a wider audience, they have spoken about:

- Anti-Social Behaviour in the blocks on GTS and what can be done to alleviate it.
- Housing Facilities Officer working and building cleaning in the blocks
- Litterpicking
- Repairs reported in the block and the level of time to resolve the issue.
- Carried out block and local area walks in the GTS area and a block inspection with representatives from Darlington Council who attended the Tenants' Forum.
- The Committee attended the Housing Conference in Manchester



Lindsey Place / Arcon Drive - Proposed

Three TPOs posted 250 flyers to all the properties in the Arcon Drive area and Lindsey Place high-rise, promoting the proposed new TARA and the next meeting to discuss setting up a TARA in the area.

At the meeting in May 2026, all attendees and the Local Ward Councillor agreed to set up a TARA for the Arcon Drive and Lindsey Place area.

The TPO explained what was required to set up a TARA and that they would be supported in setting this up. It was agreed by all the residents present that at the next meeting in July voting would take place for the positions of Chair, Vice Chair, Treasurer and Secretary for those wishing to stand.



Melville New Michael Street

Although the new group has not met this quarter, the members of the TARA have been proactive in using their voices to influence services:

- Reporting ASB in the three blocks to officers and receiving responses about what is happening
- Issues with dogs in flats and the need to feed into the pet's policy being consulted upon at the Multi Storey Living Project Group
- Car parking around the block and how do non-residents refrain from parking in the spaces reserved for blocks
- Cleaning in communal areas
- Funding

Muswell Court TARA

The group has met twice in the last quarter with Councillors present. The group discussed the following issues affecting them:

- Intrusive surveys – Building Safety, Building Safety Officers attended to give an update on when the works would be starting in the block
- Parking in the Muswell block area and how to make it sustainable whilst the intrusive works takes place, also, in the garage area the contactors portacabin will be placed
- Community Garden and the need for the residents to take ownership of the space to make it more attractive and user friendly
- Activities in 2026, garden party to be arranged for the end of summer
- New Committee has agreed to keep the TARA running

Women's Voice of Thornton Estate

The Women's Voice (WV TARA) met regularly in this quarter. They are running regular cooking and art & craft sessions where 20 – 25 ladies participate. The Manager of the TPT, Head of Business Development and Change (Neighbourhoods and Housing) and the Chair of the TF attended one of these cooking sessions as well.



The TARA arranged a Cancer Awareness training session delivered by a representative from the NHS. This training was attended by 20 members, with three ladies translating for other members in Arabic, Kurdish and Swahili. It was a very informative session on the different types of cancers and how women can check the early symptoms of cancer. All participants took an active part in this training and asked questions to enhance their knowledge further.



Tenant and Resident Associations



The Chair and Vice Chair attended the Tpas North-East Regional event in Hull and provided an update on TARA's activities and projects. The members of the TARA along with other volunteers attended Manchester Housing 2026 Conference and they provided very positive feedback.



The members of the WV met with two officers from Darlington Borough Council and shared the background of starting this TARA and their activities. They also asked questions about activities and projects in Darlington.

Members of the TARA took part in "Community Highstreet Project" consultation by Goodwin Development Trust. Some of the ladies from WV attended the three-day workshop "Girls can do" arranged by Forum CIO.

The WV TARA held their general meeting, with the Tenancy Officer, Housing Manager, Neighbourhood Nuisance Team Leader, Neighbourhood Coordinator and a TPO attending the meeting. Members present raised different issues.



The WV TARA are also on Facebook!
Search "Women's Voice TARA", scan the QR code or visit <https://facebook.com/groups/womensvoicetara>



Customer Access Focus Group

The Customer Access Focus Group met in May to provide feedback on a new "Guide to your Home" pack.

This pack is designed to give tenants as much information as possible to support tenants in their Council homes. The pack covers a wide range of areas, including:

- Your responsibilities as a tenant (such as paying your rent and maintaining the property).
- Your rights as a tenant (such as the Right to Buy and the Right to Repair)
- Making your voice heard.
- Other support services (including Safeguarding and Tenancy Sustainment).

The group agreed that the pack was useful and would help tenants in their homes.



Local Area Walks

Our Local Area Walks program is working well with the volunteers out and about weekly and monthly, checking areas for a wide range of issues. The Local Area Champion programme has 77 participants (57 tenants and 20 residents) who are recording issues at their own pace and reporting them to Officers. TPOs regularly promote Local Area Champions activities on social media and by visiting community centres and other external agencies.

Local Area Walks for this Quarter

Number of assisted Local Area Walks carried out = 30

Number of solo walks carried out = 16

Number of assisted service requests raised = 52

Number of solo service requests raised = 26

Gardens needing attention sent to HTM's = 40

Tidy garden letters posted = 33



The Chair of the TF joined a local area walk around the Kingscott Close area alongside a TPO and Neighbourhood Coordinator, with a resident from the area also attending.



Litterpicking for this quarter

The momentum for this activity is very strong with the number of volunteers increasing. This has created great community spirit and helps build some strong friendships along the way. The data collected is being fed into the Council's climate change agenda.

Number of litterpicks carried out = 29

Bags of litter collected during litterpicks = 261

Number of bags of litter to recycling = 93

Total for this quarter is 354 bags combined, equating to 1.77 tons collectively.

Number of Litterpickers signed up to this activity = 24

Block Inspections

During this quarter volunteers along with TPOs inspected low, medium and high-rise blocks. The data from these inspections are: -

Low-Rise Block Inspections:

Number of low-rise blocks visited – 51

Number of service requests raised – 17

Number of block and neighbourhood champion leaflets delivered to flats – 696

Medium-Rise Block Inspections:

Number of medium-rise blocks visited – 1

Number of service requests raised – 0

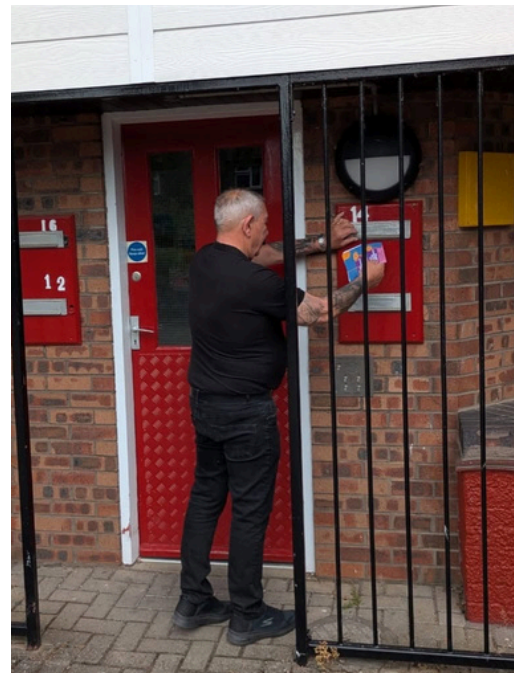
Number of block and neighbourhood champion leaflets delivered to flats – 0

High-Rise Block Inspections:

Number of medium-rise blocks visited – 13

Number of service requests raised – 1

Number of block and neighbourhood champion leaflets delivered to flats – 0





Hull
City Council

WANTED! BLOCK AND NEIGHBOURHOOD CHAMPIONS



Help us to keep our neighbourhoods clean and tidy, by carrying out inspections of the communal areas of flats and the area where you live.

Together we can develop solutions which improve the look and feel of your block of flats and/or local streets.

You can give as much or as little of your time – whatever suits you.

We offer support and guidance throughout.



Interested?



01482 612 010



tenant.resident@hullcc.gov.uk



Multi Storey Living Project Group

The Multi Storey Living (MSL) Project Group have continued to meet monthly to discuss issues and updates related to high and low-rise flats in the city.

In April the group received an update on service provision for Building Safety. Officers spoke to the group about the work the team had been carrying out in all high-rise blocks and the proposed block surveys that were planned. They also thanked people in the four blocks affected for their patience and understanding while the final dates were agreed.

In May an officer attended the MSL Project Group to update the members on the work the High-Rise Team had been undertaking, they discussed:

- Proposals to review the HFO service in the city being submitted to the Senior Management Team.
- Pets in flats and the issues related to the existing Tenancy Agreement.
- Rough sleepers entering high-rise blocks and measures in place to alleviate this issue.
- The proposal to open resident liaison facilities in blocks of flats.

In June officers from Building Cleaning attended the MSL Project Group to update the members on the following:

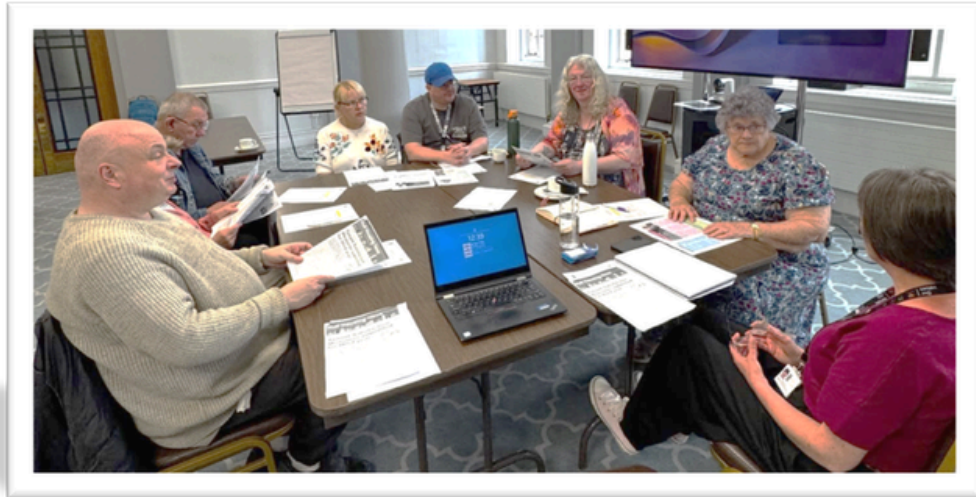
- Building Cleaning colleagues continued to carry out a clean (approximately monthly) of communal areas of low-rise flats and a weekly clean of landings and communal areas of high-rise flats.
- Officer working relationships are good, the last quarterly Service Level Agreement (SLA) meeting was on 18th February, with the next one due to take place on 9th June 2026.
- The standard of communal areas was measured mainly by tenant representatives during benchmarking visits. Current targets, set jointly by officers and this group, were currently for high-rise blocks (static cleaner) a minimum of 90% of elements identified as A or B standard within a particular block and for low-rise (mobile cleaner) a minimum of 85%.
- The results of “tenant benchmarking” gave essential information for officers. Recent results indicated that high-rise standards were comfortably within target, but low-rise blocks are just outside target.

The Block Champion program is also reaping rewards with 43 tenants and three residents as champions. In this quarter, there were 65 assisted and four unassisted inspections, with 92 service requests being raised as a result.



Publicity Project Group

The Publicity Project Group continue to work hard to develop and produce the quarterly Hull Housing News newsletter. The Summer edition is now live and has a new look. It has been posted out to all tenants and is available on the HCC website and on social media. Previous editions of the newsletter can also be found on the HCC website – search for Hull Housing News for more information.



Repairs and Maintenance Project Group

The Repairs and Maintenance Project Group (RMPG) have met three times in this quarter to receive updates on performance, compliance and the latest developments within the Housing Investment Service (HIS).

In April, the group met with the Specialist and Compliance Manager to learn more about the work of the Specialist and Compliance Team (SCT) and the areas they cover. The presentation highlighted a range of services and safety responsibilities, including:

- Asbestos Checks
- Gas and Electrical Safety Checks
- Passenger and Stair Lifts
- Fire, Smoke and Carbon Monoxide Alarm installation and maintenance





The group heard that, on average, over 60,000 safety checks are carried out a year. Many of these checks result in repairs that need carrying out, and the team works closely with KWL to ensure these are completed. The biggest issue that the SCT face is access to properties; however, work is underway to raise awareness on access and the importance of allowing access into properties.

In May, the group met with the Asset and Commercial (A&C) Manager to hear about the responsibilities of the A&C teams and the work that they have carried out over the last financial year (April 2025 to March 2026).

The Commercial Team primarily focuses on financial elements, including budget monitoring, financial reporting and contract management. The Asset Team, however, focuses on the management of the Council's properties, including:

- Managing the asset database
- Completing Home Condition Surveys
- Validating home data to inform on decency and work programmes.

The group were informed about what happens during a Home Condition Survey, how the results are used to plan future repairs and improvements, and how members can help encourage more tenants to allow access to their homes so that accurate information can be collected.

The group reviewed performance data, and in the last financial year, £85m was spent on capital works. This can be broken down into the following number of installations:

- Kitchens: 724
- Rewire: 109
- Heating: 1862
- Bathrooms: 488
- Roofs: 304
- Windows: 95 properties
- External Doors: 2,044
- Electrical Inspections: 3,997
- Extractor Fans: 13,331

In June, the group received a general update on the Repairs and Maintenance service. The group were informed that KWL are now able to raise some of their own orders, but these are limited and can only be done on the back of an existing repair. Furthermore, they were informed about a new 60-day planned multi-trade order.

The group were informed of the latest figures relating to Damp and Mould, including how many cases have been classed as significant, how many as an emergency, and how many have fallen out of scope. In addition to the updates from the relevant areas, the Chair of the RMPG shared that alongside another member of the group, they are now contributing to the development of a new set of Key Performance Indicators (KPIs) that will be used to monitor the Council's Repairs Service. This meeting comprises of colleagues from HIS and KWL and is an opportunity to share feedback on a high level.

Community Outreach

Let's Talk Housing Events

Since April, members of the TF, along with TPOs, have been attending various events in the community, chatting to people about what it is like to be a volunteer and how they can get involved. We have been attending some events with the TPT as part of the "Let's Talk Housing" campaign, speaking to tenants across the city to hear about their experiences and how council housing services could be improved.

Over the past three months, along with TPOs, volunteers have visited following venues and community centres: -

Event	People interacted with	Housing queries	Block and Local Area Champion leaflets given	Hull Housing News Promotion	Volunteers attended
Central Library	1	0	6	10	0
Northpoint Shopping	22	12	50	20	1
HU4 Community	8	0	30	30	0
Job Centre – Britannia House	62	12	27	0	0
Unity in Community	24	6	40	40	0
Hull Church Vineyard	6	0	20	25	0
St Phillips Church	6	3	0	0	0
Modern Slavery Event	10	2	10	10	1
Bilton Grange Railway	3	0	0	3	1
Boulevard Academy	8	7	8	8	0
Chat and choose at	128	10	128	128	0
West Hull Rugby Club –	30	1	30	30	0
Padstow House Pop In	4	0	0	0	0
Lonsdale Community	5	0	2	0	0
Room 42	25	3	7	2	0

At one of the events, TPOs met with an Adult Social Care officer who invited them to attend their drop-in sessions to promote Tenant Involvement activities and to assist with any housing queries.

If you see a Let's Talk Housing or TF banner while you're out and about, come and have a chat with us. We'd love to hear about your experiences and feedback.

If you'd like to volunteer with us at a Let's Talk Housing session and share your experiences, contact the TPT to find out when and where the next session is taking place.

Chat and Choose



Modern Slavery Award



Job Centre Plus



Bilton Grange Railway Exhibition





Hull
City Council

LET'S TALK HOUSING!

**Come and chat about your
council housing experience
and how we can improve it
for you.**



Consultation Sessions

Commonwealth Homes Community Room Paint Consultation

At the end of April, a consultation was undertaken by the TPT in conjunction with the Housing Investment (Planned Works) Team to gauge peoples' opinions on the proposed improvements to the community room attached to the Commonwealth bungalow complex.

The findings from the consultation were analysed, with the residents choosing the following:

- Paint colours for community room and kitchen
- Flooring for kitchen and carpet for community room
- Worktops for kitchen
- Tiles for kitchen

Following consultation with residents, Housing Investment agreed to replace the entrance doors as part of the planned works. The final design choices were shared with residents, ensuring their views were taken into account.



Access Policy Consultation

Members of the TF were invited to a consultation session in May to review the draft Access Policy. They were asked for their views on different areas of the policy and whether it was clear why access is required, what the different approaches are, and whether tenant and leaseholder's responsibilities were clear. Members were happy with the policy and asked to be kept informed on its implementation. In line with the Council's decision-making process, a report will be presented to Cabinet later this year, which will include comments provided by members of the TF.

Planting Day at Australasia Buildings

In April TPOs, volunteers, Neighbourhood Co-ordinators, and the Postcode Gardener and his staff, set about creating a plant oasis in the grounds of Australasia Buildings planting around 240 plants.

The residents were already pleased with the new mural completed in March along with a pocket park for the people to enjoy. In a few hours, the blank canvas was transformed into a haven for relaxation and wildlife to thrive.

The community have also started a litterpicking group with 4 members, with the equipment being provided by HCC.



Training Arranged by the Tenant Participation Team

The TPOs continue to support resident volunteers through a programme of training and development opportunities, helping to increase knowledge, confidence and skills while strengthening resident influence and engagement.

The following activities were delivered during the reporting period:

13 May 2026 – Tpas North-East Regional Meeting, Guildhall, Hull Attendance: 82 delegates

The event brought together tenant representatives and housing professionals to share best practice, discuss sector developments and explore effective approaches to resident engagement. Volunteers gained valuable insights into current housing issues, expanded their networks and returned with ideas to support local engagement activities.



Engagement Hero Recognition Awards

2 June 2026 – NHC Resident Involvement Conference Attendance: 4 volunteers on Zoom

This conference focused on strengthening resident influence through meaningful engagement, co-production and partnership working. Attendees explored innovative approaches to involving residents in shaping housing services and improving customer experience.

9 June 2026 – Equality, Diversity and Inclusion – DRAMA TARA
Attendance: 9 volunteers in person

This session increased awareness of equality, diversity and inclusion, helping volunteers understand barriers to participation and promoting inclusive practices. The training will support volunteers in ensuring resident activities are accessible and welcoming to all.

24 June 2026 – Housing 2026 Conference, Manchester
Attendance: 28 volunteers and staff

In June, the TPT supported a group of volunteers to attend the Housing 2026 Conference in Manchester. The Housing Conference is the only place where the whole UK housing sector comes together, and volunteers had the opportunity to network with industry professionals and hear from guest speakers.

A special thank you goes to TPT for organising the transport and the tickets.



Training Certificates Presentation



Digital Communication Statistics



The TPT continue to use digital methods of engagement to reach out and engage with both “Active” volunteers and the wider tenant and resident population. Since the last edition of the Forum newsletter, the team have posted 73 times on Facebook, and posts have received 406 likes and 68,372 views. Over on X, the team have posted 37 times, receiving 30 likes and 2133 views. The TPT have continued to upload posts, reels and stories to Instagram, posting 60 times since the last newsletter. Instagram posts and reels have received a combined number of 248 likes and 3424 views.

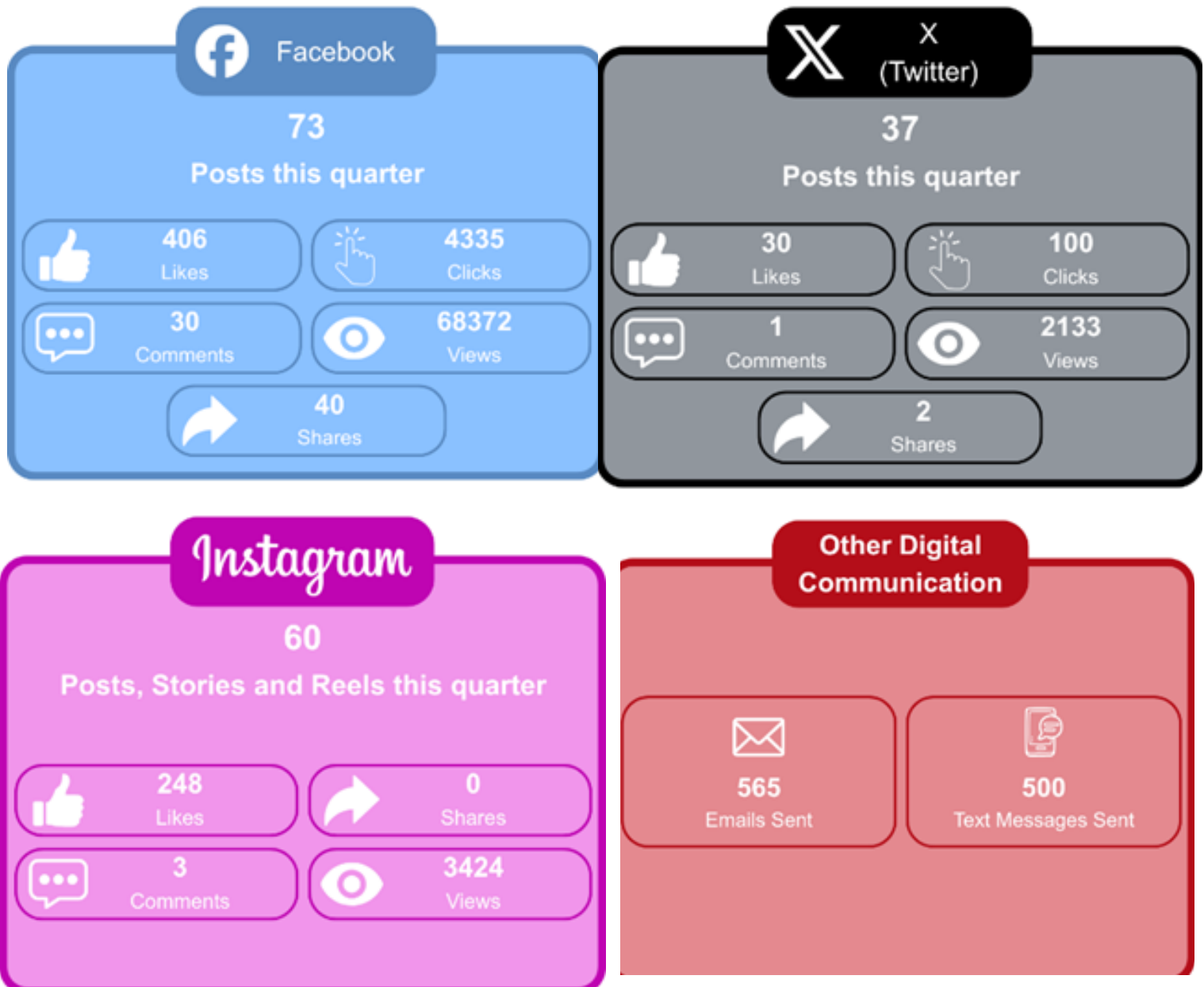
You can follow the TPT on social media by visiting the below pages:

Facebook: **Hull City Council Housing**

X: **@HCCTPT**

Instagram: **@HCCTPT**

You can also follow the TF on Facebook – search for the Hull Tenants’ Forum group or go to <https://facebook.com/groups/hulltenantsforum>





“I always get a lot out of reading this!

I didn't know the tenant volunteers were now going out and about recruiting other volunteers! That's great to see, because a tenant seeing another tenant who tells them that their voice really will be heard is quite different from a council officer asking someone to give up some of their time.

It was good to see the photos and articles about the wide range of speakers engaged with the Forum: everyone from the Chief Executive Officer of KWL, our main repairs and maintenance contractor, to Building Cleaning colleagues. Lots of people deliver services to tenants, and the Tenants' Forum gets to access a lot of them directly.

I followed the links to the new area with local housing news stories and found far more on there than I'd imagined! My favourite was the collection of videos from the tenant volunteers, describing how what they did made a difference, and what they got out of it themselves. Some of the statistics in the newsletter also give a good flavour of just how much difference can be made too – the number of patch/block walks done, service requests raised, litter collected, etc. Our tenant volunteers are amazing!”

Head of Service (Business Development and Change)

Full forms of abbreviations

ASB- Anti Social Behaviour	RTV- Routine Tenancy Visits
DRAMA - Dorchester Road and Midmere Avenue	SIB- Service Improvement Board
FTA- Former Tenancy Arrears	SLA- Service Level Agreement
GTS - Great Thornton Street	TARA- Tenants and Residents Association
HCC- Hull City Council	TF- Tenants' Forum
HIS- Housing Investment Service	TFC- Tenants Forum Committee
HTM- Housing Tenancy Managers	TPO- Tenant Participation Officer
KWL- Kingston Works Limited	TPT- Tenant Participation Team
M&I- Maintenance and Improvements	TSM- Tenant Satisfaction Measure
MSL- Multi Storey Living	WV- Women's Voice
RSH - Regulator of Social Housing	

WHAT TO EXPECT AT OUR TENANTS' FORUMS

1



Guest Speakers—
Talking about a
subject relevant to
Housing Tenants

2



Updates from Tenants
and Residents
Associations (TARAs)

3



Updates from
Project Groups

4



Light
refreshments

5



Speak to our officers
about any housing
issues you may have

6

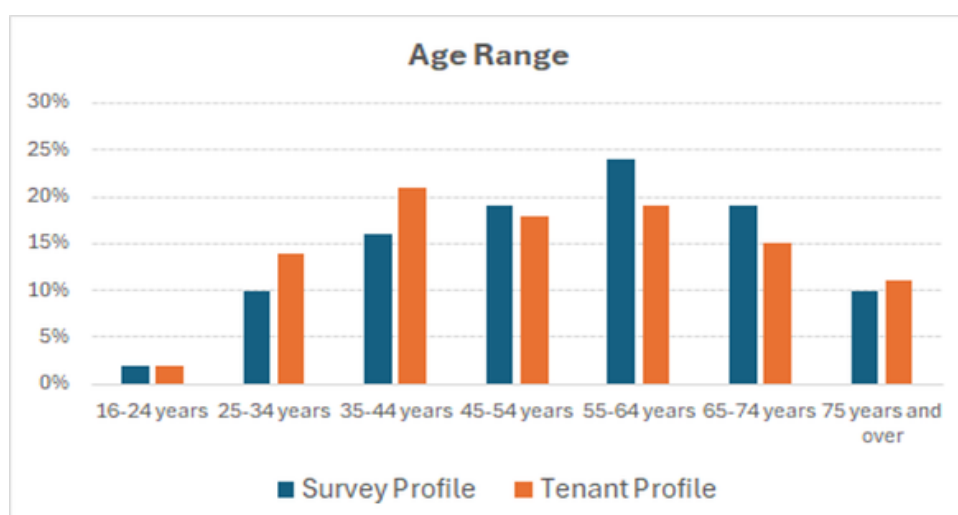
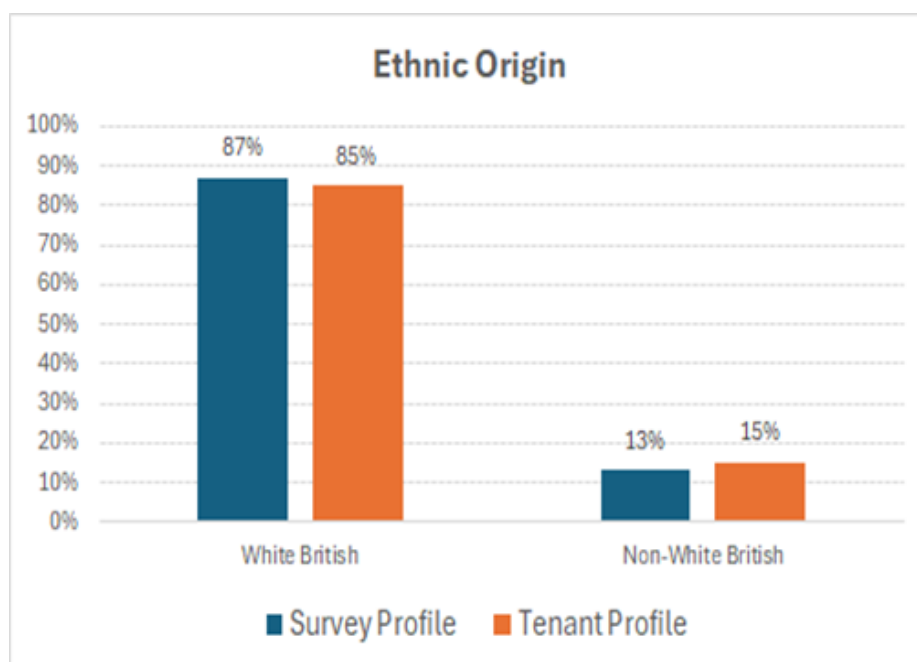
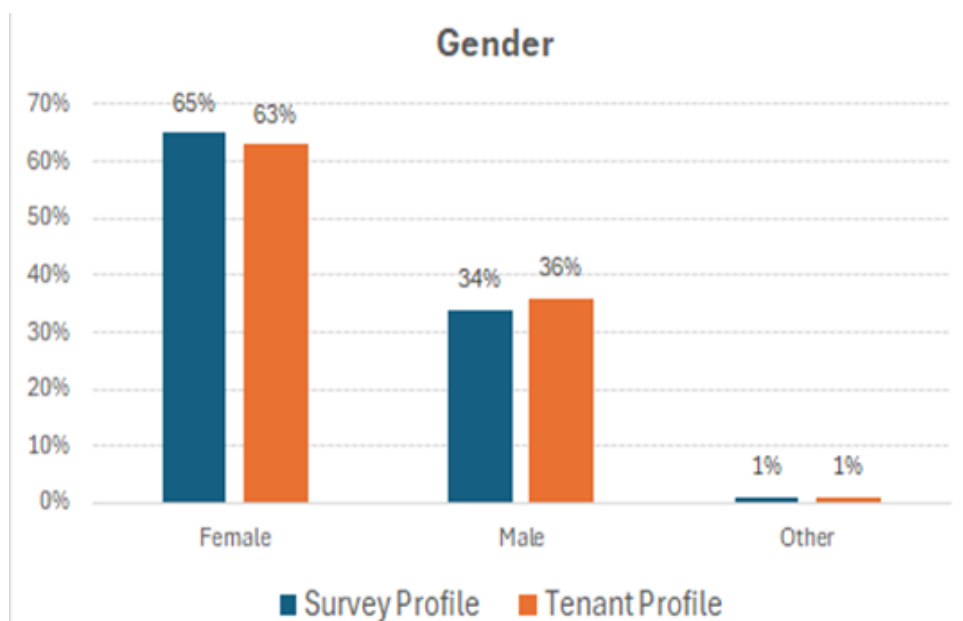


Meet other tenants
and residents for a
friendly chat.



Appendix 1

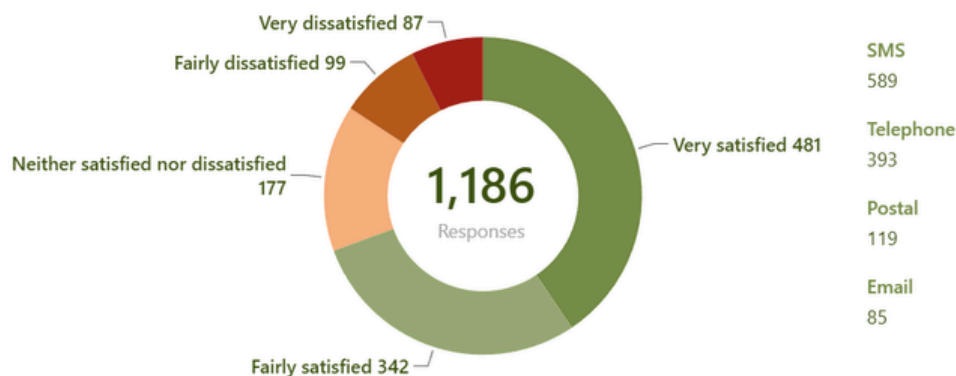
Profile of Respondents/Tenants



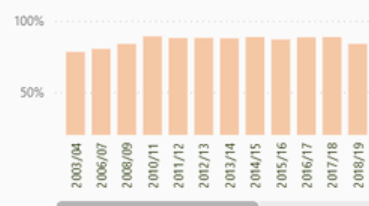


TP01 TP02 TP03 TP04 TP05 TP06 TP07 TP08 TP09 TP10 TP11 TP12 Net...

TP01: Satisfaction With The Service Overall



Annual Trend



Satisfaction Score

69.39%

Last Year
72.40%

15.68%
Dissatisfaction TP01

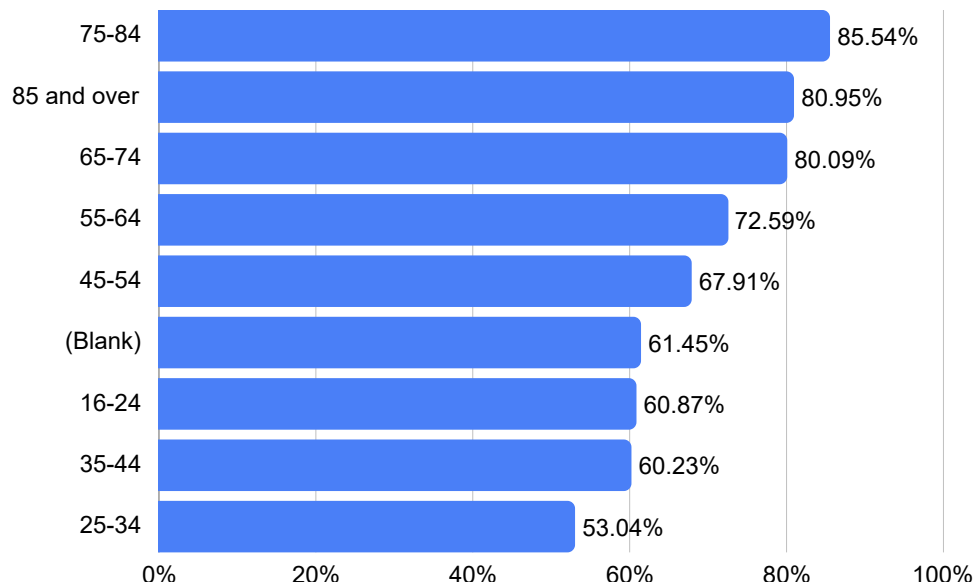
RSH 24-25 Benchmarks

74.75%
Upper
68.50%
Median
61.10%
Lower

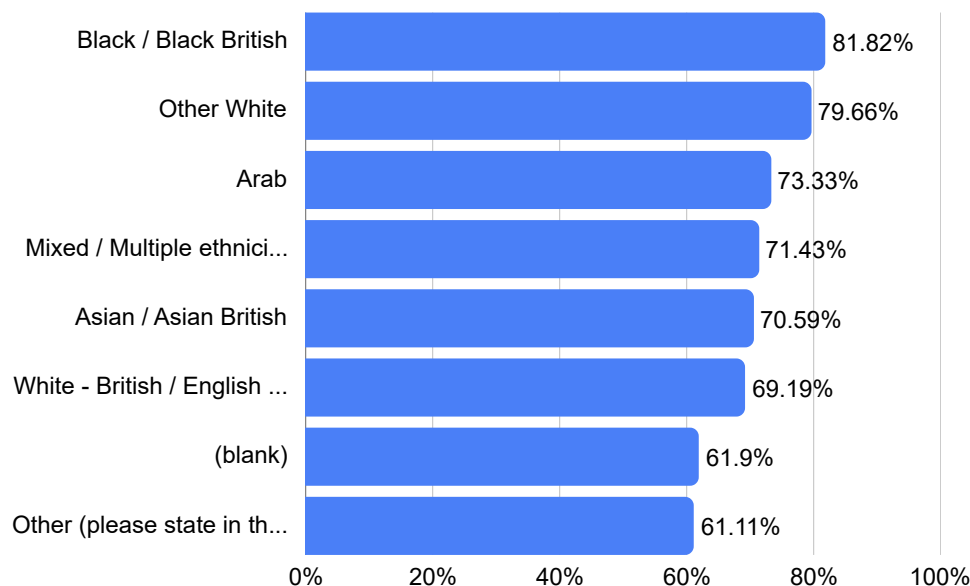
Upper
Median

Landlord type
LA

TP01 - Satisfaction by Age Range



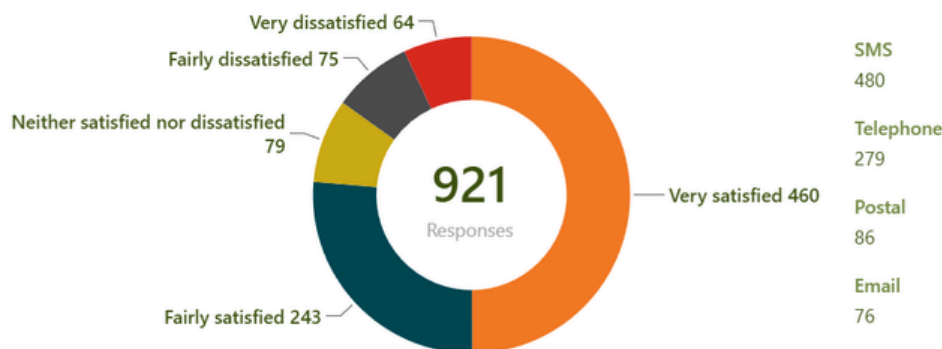
TP01 - Satisfaction by Ethnic Origin



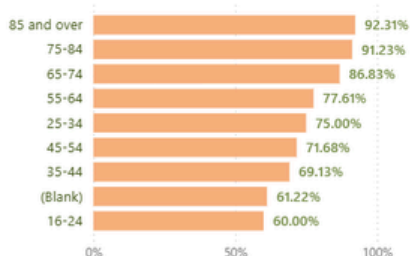


TP01 TP02 TP03 TP04 TP05 TP06 TP07 TP08 TP09 TP10 TP11 TP12 Net...

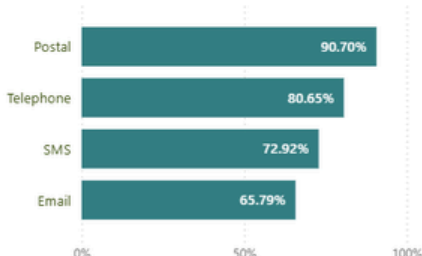
TP02: Satisfaction With Repairs Service Overall



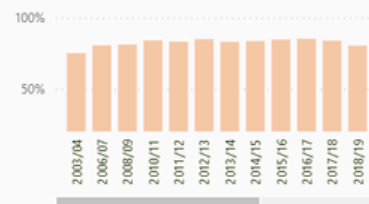
Satisfaction by Age Range



Satisfaction by Response Method



Annual Trend



Satisfaction Score

76.33%

Last Year

77.36%

15.09%

Dissatisfaction TP02

RSH 24-25 Benchmarks

77.90%

Upper

71.75%

Median

65.98%

Lower

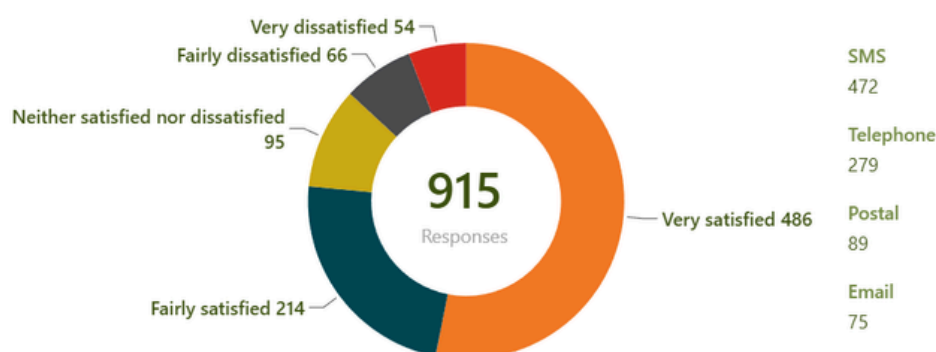
Landlord type

LA

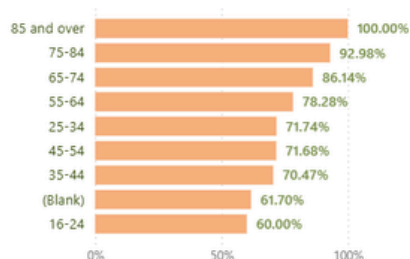
Upper Median

TP01 TP02 TP03 TP04 TP05 TP06 TP07 TP08 TP09 TP10 TP11 TP12 Net...

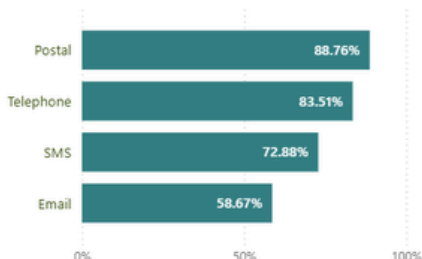
TP03: Satisfaction With Time Taken to Complete Repair



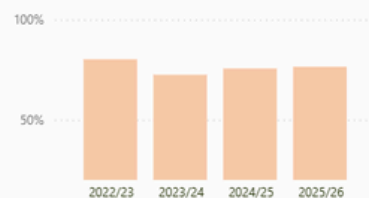
Satisfaction by Age Range



Satisfaction by Response Method



Annual Trend



Satisfaction Score

76.50%

Last Year

75.60%

13.11%

Dissatisfaction TP03

RSH 24-25 Benchmarks

75.60%

Upper

67.50%

Median

62.83%

Lower

Landlord type

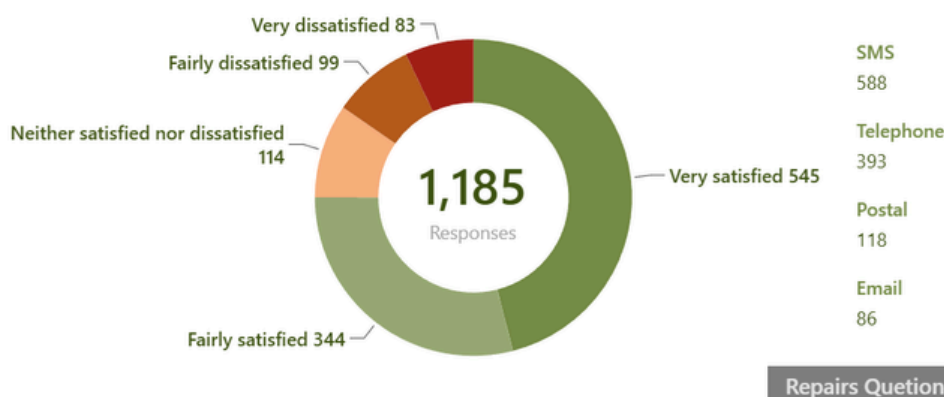
LA

Upper

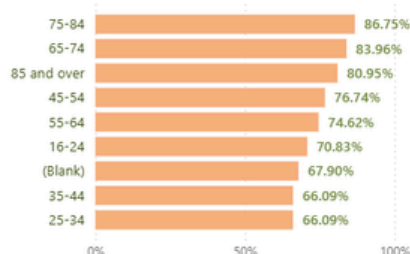


TP01 TP02 TP03 **TP04** TP05 TP06 TP07 TP08 TP09 TP10 TP11 TP12 Net...

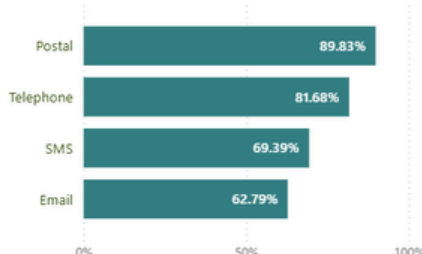
TP04: Satisfaction Home is Well Maintained



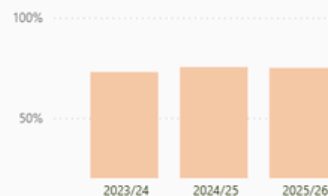
Satisfaction by Age Range



Satisfaction by Response Method



Annual Trend



Satisfaction Score

75.02%

Last Year

75.43%

15.36%

Dissatisfaction TP04

RSH 24-25 Benchmarks

74.33%

Upper

68.05%

Median

61.53%

Lower

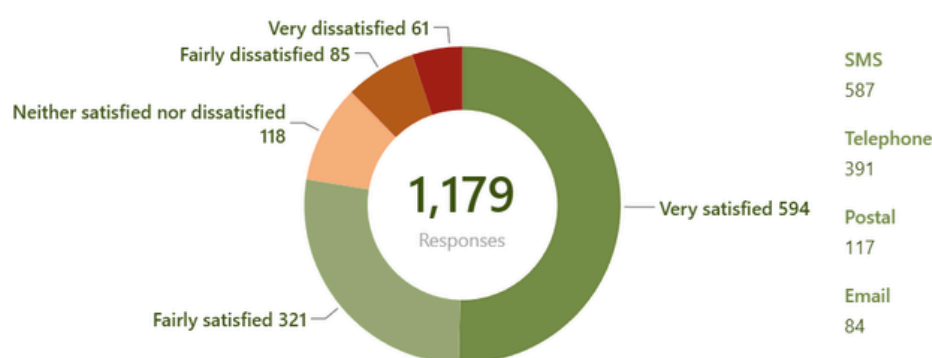
Upper

Landlord type

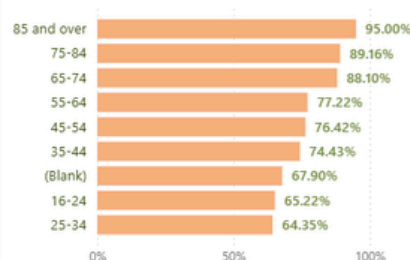
LA

TP01 TP02 TP03 **TP05** TP06 TP07 TP08 TP09 TP10 TP11 TP12 Net...

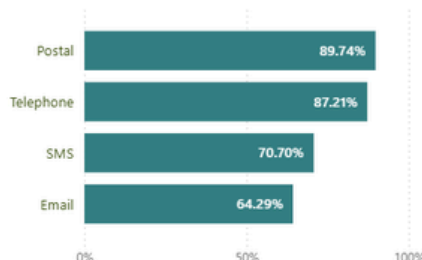
TP05: Satisfaction Home is Safe



Satisfaction by Age Range



Satisfaction by Response Method



Annual Trend



Satisfaction Score

77.61%

Last Year

79.31%

12.38%

Dissatisfaction TP05

RSH 24-25 Benchmarks

79.88%

Upper

74.30%

Median

68.75%

Lower

**Upper
Median**

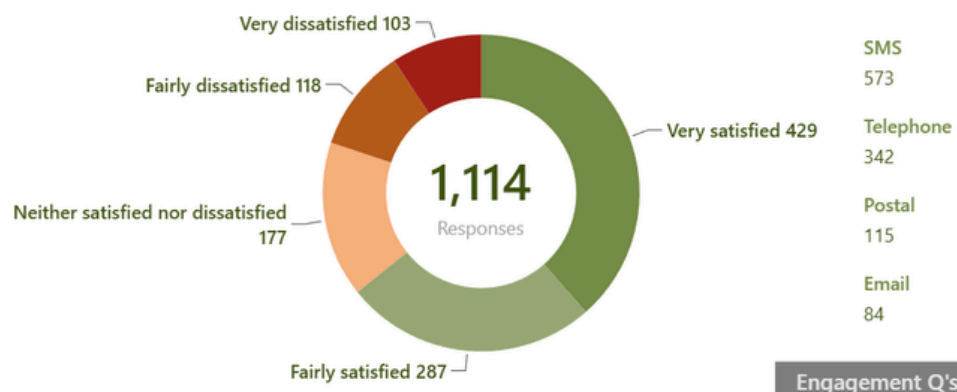
Landlord type

LA

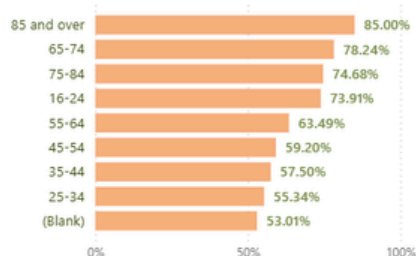


TP01 TP02 TP03 TP04 TP05 **TP06** TP07 TP08 TP09 TP10 TP11 TP12 Net...

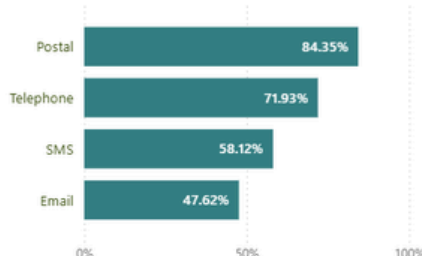
TP06: Satisfaction Landlord Listens To Views and Acts Upon Them



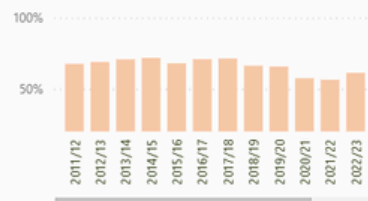
Satisfaction by Age Range



Satisfaction by Response Method



Annual Trend



Satisfaction Score

64.27%

Last Year

66.17%

19.84%

Dissatisfaction TP06

RSH 24-25 Benchmarks

64.70%

Upper

Upper
Median

57.20%

Median

50.23%

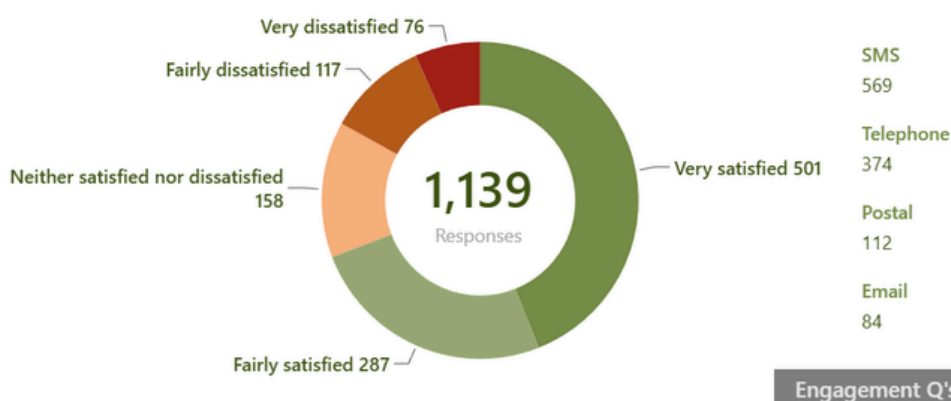
Lower

Landlord type

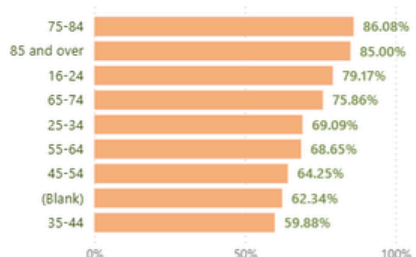
LA

TP01 TP02 TP03 TP04 TP05 TP06 **TP07** TP08 TP09 TP10 TP11 TP12 Net...

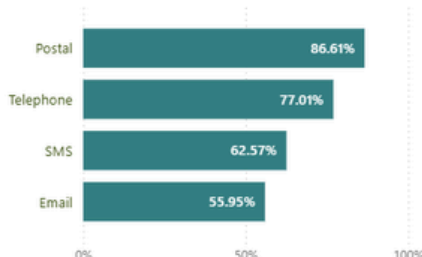
TP07: Satisfaction Landlord Keeps Tenants Informed



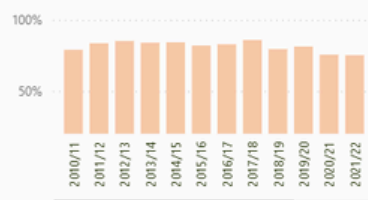
Satisfaction by Age Range



Satisfaction by Response Method



Annual Trend



Satisfaction Score

69.18%

Last Year

71.05%

16.94%

Dissatisfaction TP07

RSH 24-25 Benchmarks

74.30%

Upper

Upper
Median

69.10%

Median

61.63%

Lower

Landlord type

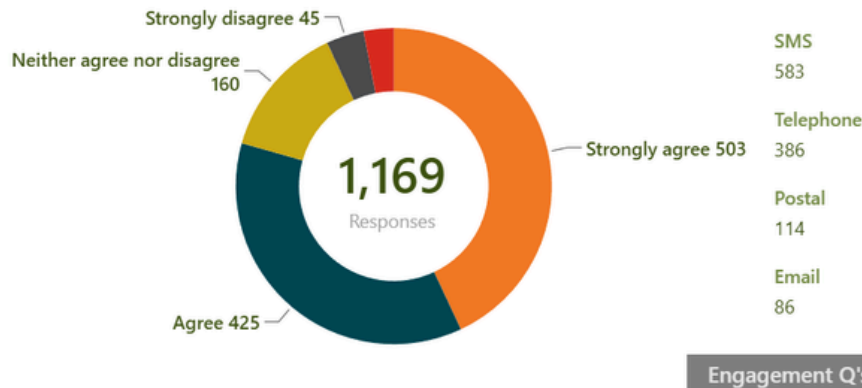
LA

Graphs from TF on 23rd June 2026 Tenants' Satisfaction Measure

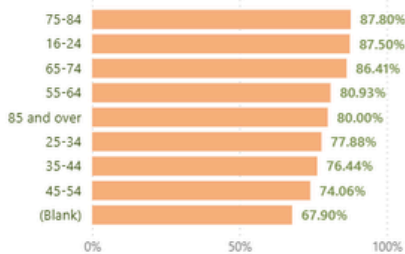


TP01 TP02 TP03 TP04 TP05 TP06 TP07 **TP08** TP09 TP10 TP11 TP12 Net...

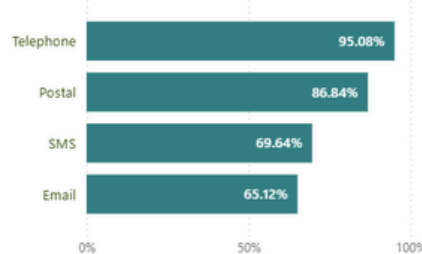
TP08: Satisfaction Landlord Treats Tenants Fairly and With Respect



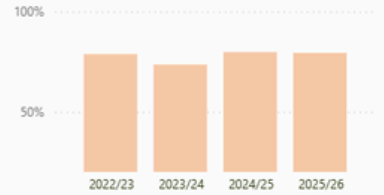
Satisfaction by Age Range



Satisfaction by Response Method



Annual Trend



Satisfaction Score

79.38%

Last Year

79.75%

6.93%

Dissatisfaction TP08

RSH 24-25 Benchmarks

80.33%

Upper

74.80%

Median

68.78%

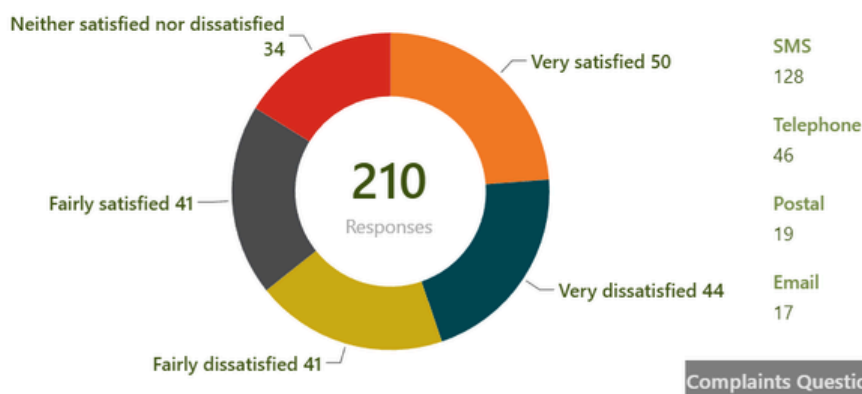
Lower

Landlord type

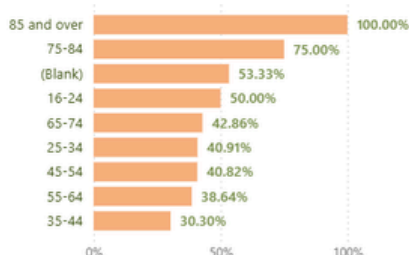
LA

TP01 TP02 TP03 TP04 TP05 TP06 TP07 TP08 **TP09** TP10 TP11 TP12 Net...

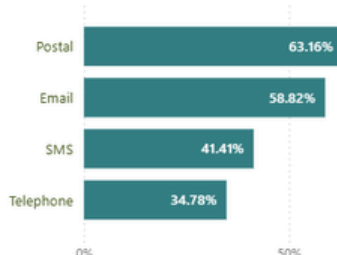
TP09: Satisfaction With Approach To Handling Complaints



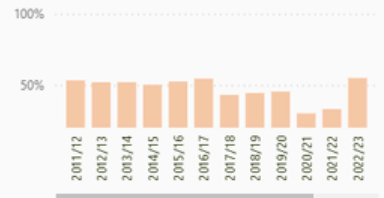
Satisfaction by Age Range



Satisfaction by Response Method



Annual Trend



Satisfaction Score

43.33%

Last Year

31.69%

40.48%

Dissatisfaction TP09

RSH 24-25 Benchmarks

36.83%

Upper

31.25%

Median

26.13%

Lower

Landlord type

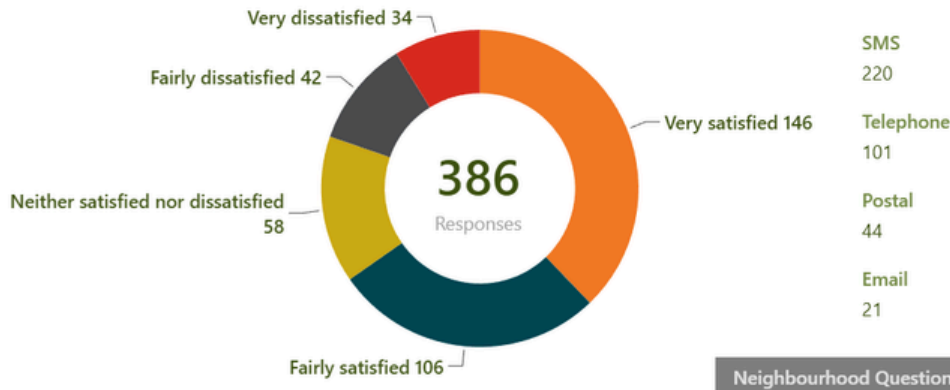
LA

Graphs from TF on 23rd June 2026 Tenants' Satisfaction Measure

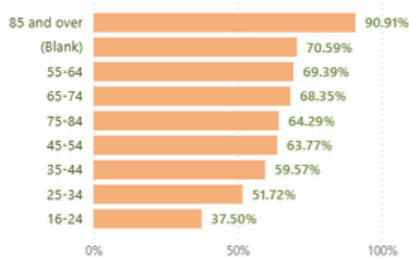


TP01 TP02 TP03 TP04 TP05 TP06 TP07 TP08 TP09 **TP10** TP11 TP12 Net...

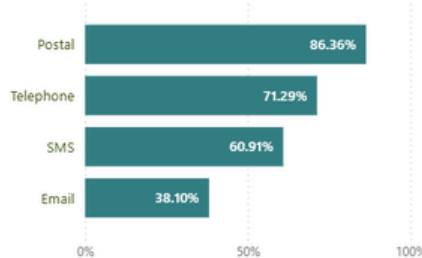
TP10: Satisfaction Communal Areas Kept Clean and Well Maintained



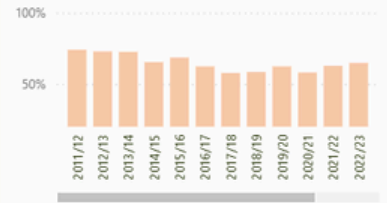
Satisfaction by Age Range



Satisfaction by Response Method



Annual Trend



Satisfaction Score

65.28%

Last Year

74.14%

19.69%

Dissatisfaction TP10

RSH 24-25 Benchmarks

69.58%

Upper

**Upper
Median**

63.05%

Median

57.18%

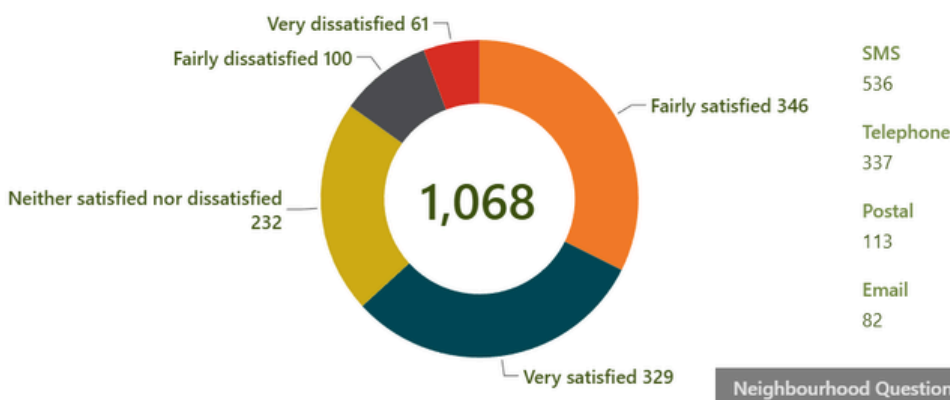
Lower

Landlord type

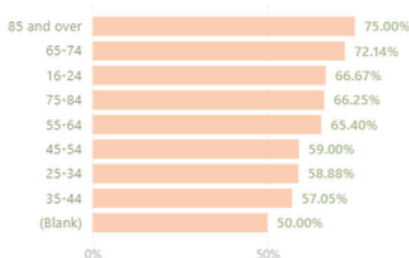
LA

TP01 TP02 TP03 TP04 TP05 TP06 TP07 TP08 TP09 TP10 **TP11** TP12 Net...

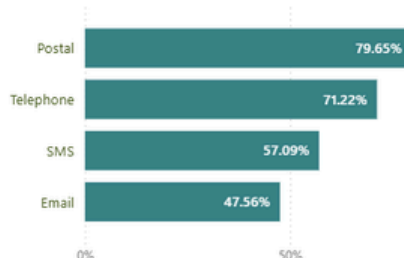
TP11: Satisfaction landlord makes a Positive Contribution to Neighbourhood



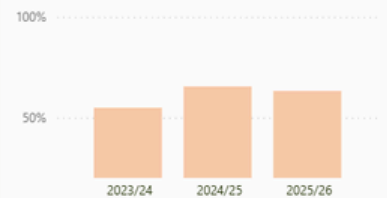
Satisfaction by Age Range



Satisfaction by Response Method



Annual Trend



Satisfaction Score

63.20%

Last Year

65.51%

15.07%

Dissatisfaction TP11

RSH 24-25 Benchmarks

67.88%

Upper

**Upper
Median**

61.95%

Median

55.03%

Lower

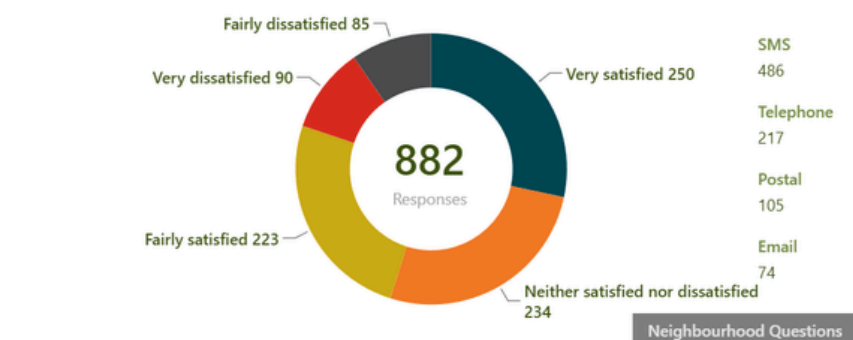
Landlord type

LA

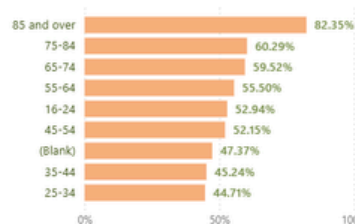


TP01 TP02 TP03 TP04 TP05 TP06 TP07 TP08 TP09 TP10 TP11 **TP12** Net...

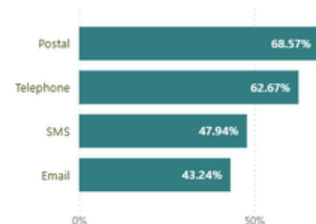
TP12: Satisfaction With Approach To Handling ASB



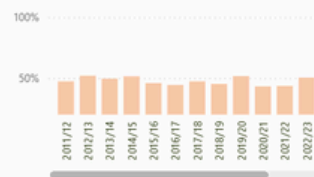
Satisfaction by Age Range



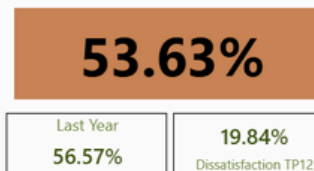
Satisfaction by Response Method



Annual Trend



Satisfaction Score



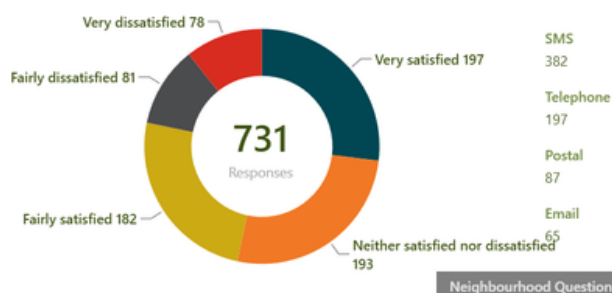
RSH 24-25 Benchmarks



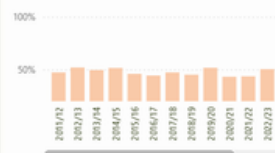
White British Respondents

TP01 TP02 TP03 TP04 TP05 TP06 TP07 TP08 TP09 TP10 TP11 **TP12** Net...

TP12: Satisfaction With Approach To Handling ASB



Annual Trend



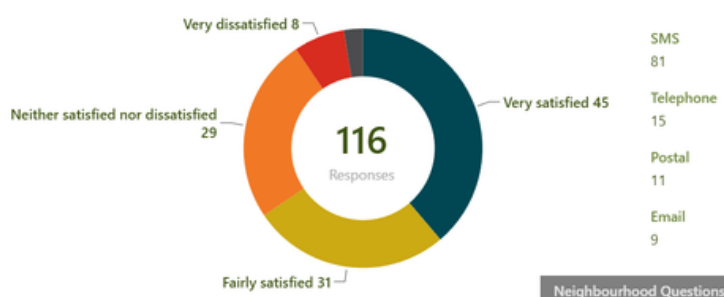
Satisfaction Score



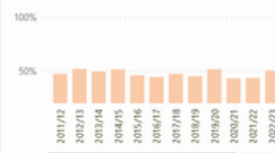
Non-White British Respondents

TP01 TP02 TP03 TP04 TP05 TP06 TP07 TP08 TP09 TP10 TP11 **TP12** Net...

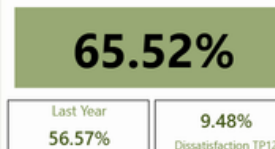
TP12: Satisfaction With Approach To Handling ASB



Annual Trend



Satisfaction Score



Your suggestions and Feedback

If you would like to participate in any of the focus or projects groups mentioned in this newsletter, the Housing Service will cover out of pocket expenses of active volunteers in line with the tenant expenses policy. Please contact the team if you would like a copy of the presentation from any of the meetings. Your views, suggestions and feedback are very important to us and help us to improve the Tenants' Forum, Tenants' Forum Facebook and Tenants' Forum Newsletter. You can provide us your views, feedback and suggestions via:-



01482 612 010



tenant.resident@hullcc.gov.uk



Hull City Council Housing
Hull Tenants Forum



@HCCIPT



@HCCIPT



Scan for more information on how you can get involved

FREEPOST RSJC-KKBE-ABXZ
HS—Tenant Participation Team
Hull City Council
PO Box 15
Hull
HU1 2AB

Useful Contact Numbers



Hull
City Council

01482 300 300



101
(Non-Emergency)

KCOM

01482 602 555



Hull & East Riding

0800 144 88 48



TV LICENSING

0300 555 0286



Not sure of your gas supplier?

0870 608 1524

Smell Gas?

0800 111 999



01482 801 320



Hull
City Council

Family Information Service

01482 318 318

Refuge

National Domestic Abuse Helpline

0808 2000 247



0300 500 0914



Mental Health Emergency

01482 335 790